

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report¹

On March 29, 2007 Keystone RV Company decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: March 29, 2007

Furnish the manufacturer's identification code for this recall (if applicable): 07-081

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Keystone RV Company

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Garett Carolus, Technical Manager

Telephone Number: 574/537-3925 **Fax No.:** 574/534-9057

Name and Title of Person who prepared this report:

Garett Carolus, Technical Manager

Signed:



Garett Carolus

Digitally signed by Garett Carolus
DN: cn=Garett Carolus,
ou=Keystone RV Company,
ou=Customer Service, c=US
Date: 2007.04.04 09:52:22 -0400

¹Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact NHTSA at (202) 366-5227 or by FAX at (202) 366-7882.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): Montana **Model Years Involved:** 2007 **Model(s):** All

Production Dates: Beginning: 1/25/2007 **Ending:** 2/7/2007

VIN Range: Beginning: 4YDF3002174703254 **Ending:** 4YDF3582174703403

Vehicle Type: Recreational Vehicle **Bodystyle:** Fifth Wheel

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

The Montana vehicles included in the recall were manufactured during the production dates indicated above. The potentially defective taillight socket is tan in color. The replacement sockets are white.

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period. 1%

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
<u>Montana</u>	<u>2007</u>	<u>150</u>
Total Number Potentially Affected by the Recall:		<u>150</u>

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100%

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

The beginning of the recall population corresponded to a change in supplier for the taillight and sockets. The ending date corresponds to the date the sockets were changed to a different supplier.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

The taillight sockets may not maintain sufficient contact with the bulb which will cause the taillight and/or turn & brake lights to not be functional.

Describe the cause(s) of the defect or noncompliance condition.

The taillight socket does not maintain consistent contact with the bulb.

Describe the consequence(s) of the defect or noncompliance condition.

The taillights may not operate. This may result increased risk of a rear end collision.

Identify any warning which can (a) precede or (b) occur.

Taillights may not be functional during pre-trip check.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

Kaper II, Inc. PO Box 449 Kelso, WA 98626

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

Craig Schulz

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

2/7/2007 During an audit of the Montana taillight function, it was discovered the taillights did not work on a high percentage of the vehicles tested. After further investigation it was decided that the sockets would need to be replaced to insure the taillights would operate reliably.

V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

The color of the taillight socket will be checked. If the taillight socket is white, no remedy is required. If the taillight is tan it will need to be replaced.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

The remedy socket is white, the defective socket is tan.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

The production remedy is identical to the recall remedy.

VI. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Notification to dealers will occur on April 9, 2007 and notification to retail owners will occur on April 12, 2007 pending NHTSA approval.

VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.



**Keystone RV
Company**

RECREATIONAL VEHICLE SAFETY RECALL NOTICE

Customer Name
St Address
City, St Zip

Safety Recall:
Service Advisory: 07-081

VIN: 4YDF299257R801717

Dear <Insert Retail Customer Name>:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model year 2007 Montana Fifth Wheels. As a result, Keystone RV is conducting a safety recall. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

***Reason
for this
recall***

The taillight sockets on your recreational vehicle may not maintain contact with the bulb. As a result the taillights may not function reliably. Failure to remedy this situation may result in an increased risk of a rear end collision while driving due to other drivers not being warned of your stopping and/or turning.

***What we
will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. They now stand ready to inspect the taillight sockets and replace them if necessary. The service and parts required for this corrective action will be provided at no charge to you.

***What we
need you
to do***

At your earliest convenience, please make an appointment to have your Montana serviced by your dealership. The labor time to perform this correction is approximately 1 hour. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your Montana for this repair.

***If you have
questions***

Your Montana dealer is best equipped to obtain parts and provide service to ensure your Montana is corrected as promptly as possible. If your dealer is unable to assist or if you take your Montana to your dealer on the agreed service date, and the dealer does not remedy the condition within a reasonable amount of time, or without charge to you, please contact Keystone Customer Service by calling 1-866-425-4369.

If after contacting your dealer and Keystone Customer Service you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov>.)

Thank you for your attention and cooperation in this matter.

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Sales & Service Manager

cc: National Highway Traffic Safety Administration (NHTSA)



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